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For Immediate Release: March 27, 2020

SMUD extends suspension of power shutoffs for non-payment

Extends original order through April 17

In response to the COVID-19 pandemic and growing economic challenges, SMUD announced it will extend the suspension of disconnecting power due to non-payment for residential and commercial customers until April 17.

“We made this decision due to the impact that COVID-19 is having on our local communities,” said Arlen Orchard, CEO and General Manager of SMUD. “We want to ensure that our most vulnerable customers have access to power during these times.”

The suspension of power disconnection due to non-payment began March 13 and will last through April 17, as SMUD continues to monitor the evolving situation.

Customers who are behind on payment will still owe SMUD for service, they will just not lose power at this time. Customers are encouraged to contact SMUD to make payment arrangements or to enquire about energy assistance rates and other programs.

SMUD also reminds customers to beware of scams and fraud. For your safety, remember that SMUD will never call you and direct you to a non-SMUD payment facility or require a specific method of payment (such as a wire transfer or money card) to pay your electric bill. For a list of SMUD authorized pay stations, visit [SMUD.org](http://www.smud.org) (<http://www.smud.org>) or call 1-888-742-7683. SMUD field crews always carry photo ID. If you're in doubt, ask to see ID. A true SMUD employee will be happy to show it to you. SMUD will also never email you to ask for financial information.

If you are concerned about the balance or status of your account due to a phone call or email you received, call: Residential-1-888-742-7683; Business-1-877-622-7683, or e-mail scams@smud.org (<mailto:scams@smud.org>) to check with an authorized representative.



About SMUD

As the nation's sixth-largest community-owned electric service provider, SMUD has been providing low-cost, reliable electricity for almost 75 years to Sacramento County (and small adjoining portions of Placer and Yolo Counties). SMUD is a recognized industry leader and award winner for its innovative energy efficiency programs, renewable power technologies, and for its sustainable solutions for a healthier environment. SMUD's energy is about 50 percent carbon-free and is on track to deliver 100 percent net-zero carbon electricity by 2040, ahead of California's 2045 goal.

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